

# Family Survey Process

The family survey process involves the Service Coordinator (SC) talking with parents about the survey, and explaining how the results are used to improve services to infants and toddlers and their families. The Service Coordinator discusses the survey during the home visit or contact closest to the IFSP 6-Month Review, and collects the completed survey at the IFSP 6-Month Review meeting.

NOTE: The family survey process is completed one time per year at the 6-month review of the initial IFSP, and 6-month review of any annual IFSPs.

## Steps to Deliver and Collect the Family Survey

1. SC discusses the Family Survey at the following times:
  - During the initial intake meeting – Discuss that ITP provides an opportunity for families to give their feedback on how helpful early intervention services have been for their child and family, and offer suggestions on ways to make the program better.
  - During the home visit meeting or contact closest to the IFSP 6-Month Review – Discuss that ITP asks families to complete the survey at the 6-Month Review (follow the steps below)


Refer to “**Family Survey Talking Points**” for discussion points.

2. SC asks family what method they would prefer to receive the survey. The following options are available:
  - **In-Person** – Bring it to the IFSP 6-Month Review meeting to complete in-person during the meeting
  - **Email** – Send it in an email for families to complete on their own prior to the meeting
  - **Mail** – Mail it with the Prior Written Notice for families to complete prior to the meeting

**IMPORTANT:** For all options, the SC must ensure the Unique Identifier is recorded on the survey before families receive it. The Unique Identifier is the child’s Client ID number in ITPKIDS.

ITPKIDS Screenshot:

Survey Unique Identifier



Apple, Johnny   Region 4   STATUS: Enrolled   AGE TODAY: 2 Yrs 8 Mos   DOB: 7/20/2012   **Client ID: K00000**

Current Service Coordinator: Rabbit, Peter

3. Procedures for each delivery method are as follows:



### In-Person

- SC brings an envelope, paper copy and Smartphone/laptop/iPad to the 6-Month Review meeting.
- SC asks how family would like to complete the survey – paper or electronic.
- If paper – SC writes the Unique Identifier on the survey, and has the family fill-out the survey privately. Once completed, the survey is put in the sealed envelope.
- If electronic – SC pulls up the survey on the Smartphone/laptop/iPad (their own or the family's), enters the Unique Identifier, and has family fill-out the survey privately. See "How to Access Electronic Survey".



### Email

- SC verifies with the family that they have the correct email address.
- SC sends email to the family prior to the 6-Month Review. See "How to Email Survey" for what to include in email.
- At the 6-Month Review meeting, SC brings an envelope, paper copy, and Smartphone/laptop/iPad.
- SC asks parent if they completed the survey.
- If no, follow the "In-Person" process for paper and electronic option.
- If yes, the process is complete.
- If unsure, SC verifies with Central Office survey manager it was completed. If family did not complete it, survey manager sends a follow up email to the family.



### Mail

- SC writes the Unique Identifier on the survey, and mails it with the Prior Written Notice to the family.
- At the 6-Month Review meeting, SC brings an envelope, paper copy, and Smartphone/laptop/iPad.
- SC asks parent if they completed the survey.
- If no, follow the "In-Person" process for paper and electronic option.
- If yes, the survey is put in the sealed envelope.

### How to Access the Electronic Survey:

- Go to [www.infanttoddler.idaho.gov](http://www.infanttoddler.idaho.gov) to access a new family survey.
- Click on the button that says "Family Survey" at the bottom of the page to open the survey.
- Select "English" or "Spanish" for the language preference. Click Next to continue.
- Enter the Unique Identifier. The Unique Identifier is the child's Client ID number in ITPKIDS. Click Next to continue.
- A page will load with all of the questions. Have the family complete their responses. The family clicks Submit at the bottom of the page.
- A "Thank You" message will pop-up. The family is then re-directed to the Infant Toddler Program webpage.

NOTE: If the family speaks a language other than English or Spanish, the survey is translated to their native language and completed via paper copy.

NOTE: If the parent or SC exits the survey at any point, the incomplete survey will not be saved. The SC can open a new survey for the family to complete again. All required information must be entered to submit the survey.

## How to Email the Survey:

Email the following information to the family's email address:

### English Version -

**Subject Line:** Infant Toddler Program Family Survey Request

**Body:** The Idaho Infant Toddler Program asks families to complete a survey at their child's Individual Family Service Plan (IFSP) 6-Month Review. The purpose of the survey is to collect valuable input on how the program is doing with delivering services to children and families. Additionally, the survey identifies potential areas for program improvement.

You have requested to complete the family survey on-line before your 6-Month Review meeting scheduled on (SC fills in the Date of 6-Month Meeting).

Please follow these instructions to complete the survey:

1. Click on this family survey link: <https://app.keysurvey.com/f/963928/84ef/>
2. Select English or Spanish. Click Next.
3. Enter your Unique Identifier: (SC fills in the child's client ID). Click Next.
4. Answer the survey questions. Click Submit at the bottom of the page.
5. A "Thank You" message will pop-up to verify that your survey was submitted.

If you have any questions about the family survey or run into technical difficulties, please contact me at (SC fills in their contact information).  
(SC adds closing comments).

### Spanish Version –

**Subject Line:** Programa de Infantes y Titubeantes Petición de Encuesta familiar

**Body:** El Programa de Infantes y Titubeantes de Idaho pide a las familias completar una Encuesta a la revisión de 6 meses del Plan de Servicios Individualizado para la Familia (IFSP). El propósito de la encuesta es de recolectar entradas valiosas en Como está haciendo el programa con la entrega de servicios a los niños y familias. Adicionalmente, la encuesta identifica áreas potenciales para mejoramientos del Programa.

Usted ha solicitado completar la encuesta familiar electrónico antes de su Revisión de 6 Meses la reunión está programada para (SC fills in the Date of 6-Month Meeting.)

Por favor siga las instrucciones para completar la encuesta.

1. Hacer clic en esta conexión de encuesta de familia:  
<https://app.keysurvey.com/f/963928/84ef/>
2. Escoger el Inglés o Español. Clic Next. (siguiente)
3. Entre su Identificador Único: (SC fills in the child's client ID). clic Next. (siguiente)
4. Conteste las preguntas de la encuesta. Clic Someter al final de la página.
5. Un mensaje de "Thank you" (gracias) aparecerá para verificar que su encuesta fue sometido.

Si tienes preguntas algunas acerca de la encuesta de la familia o se encuentra con dificultades técnicos, por favor contactarme al (SC fills in their contact information).  
(SC adds closing comments)

NOTE: If the family speaks a language other than English or Spanish, the survey is translated to their native language and completed via paper copy.

NOTE: The family survey link changes each fiscal year to align with the federal reporting timeframe. Therefore, regions receive a different family survey link on July 1 each year to be used for the fiscal year from July 1 – June 30.

## Steps to Submit the Survey for Data Entry

### When the family completes a paper survey:

1. SC gives the sealed envelope (with survey) to the designated administrative support.
2. Administrative support collects the surveys ongoing, and follows the regional process to submit the survey to the Central Office survey manager on their assigned week.
  - Each region will have a designated week during the month to submit the survey to the Central Office survey manager.
  - The region can send the surveys to Central Office through email, inter-office mail, in-person drop off, or mail.
    - Email surveys to: [ITPFamilySurvey@dhw.idaho.gov](mailto:ITPFamilySurvey@dhw.idaho.gov).
3. Central Office survey manager enters the survey data into the Key Survey Database.

**When the family completes an electronic survey:** No steps are necessary. The Key Survey Database receives and compiles the results automatically.